CLASSIFICATION TITLE: Manager, Web Development Services

Department: Telecommunications – Grants

FLSA Status: Exempt

Staff Category: Administrative Association (Classified Administrator)

Salary Range: 60

Supervision Received From: Director, CCC Confer/3C Media Solutions

Original Date: July, 2012

Supervision Given: Classified Staff in Telecommunications – Grants

Last Revision: July, 2012

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

JOB SUMMARY.

Responsible for managing the design, development, implementation and maintenance of applications in support of audio and web meeting management. Manages the design and maintenance of Internet and intranet websites and databases, including coordinating with other divisions, departments and outside agencies.

DISTINGUISHING CHARACTERISTICS.

The Manager, Web Development Services is distinguished from the Web Analyst by its responsibility for managing web development services and web development staff.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential responsibilities and duties may include, but are not limited to, the following:

1. Performs full supervisory activities, subject to management concurrence and in accordance with applicable College policies, which includes: selecting and training new employees; planning, assigning, scheduling, and evaluating completed work; approving overtime/compensatory time; preparing and signing employee performance evaluations; recommending salary reclassifications; responding to grievances and taking appropriate disciplinary action; and performing related supervisory activities.

2. Manages a team involved in the design, maintenance and improvement of all present and future eConferencing grant Internet and intranet websites and databases for the California Community College system.

3. Manages and participates in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommends and administers policies and procedures.

4. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.

5. Provides for 24/7 availability, operation, and support of websites; serves as lead architect of the web; incorporates new web requirements and technology advancements into enterprise architecture planning and use of information technology processes and systems development life cycles; sponsors new standards and supports architectural,
quality and standards reviews; serves as a technical resource to teams and departments; lends technical expertise to internal and external content developers on web and database content projects.

6. Contributes to the development and implementation of technology-supported learning environments and professional development.

7. Oversees the development of online tools and resources for all staff and consultants; increases the effectiveness for online gathering and dissemination of information.

8. Oversees the maintenance of cross-platform and cross-browser compatibility to allow website and database access from various environments; maintains Section 508 website compliance.

9. Supervises routine website and database audits to maintain consistency of presentation, optimal functionality and proper operation of interactive components and features; monitors and reports on website and database activities and traffic.

10. Oversees and participates in the development and administration of the budget; participates in the forecast of funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; implements adjustments.

11. Serves as the liaison for web services with other divisions, departments and outside agencies; negotiates and resolves sensitive and controversial issues.

12. Provides responsible staff assistance to the Director, CCC Confer/3C Media Solutions.

13. Conducts a variety of organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.

**Marginal Functions:**

1. Attends and participates in professional group meetings; keeps abreast of new trends and innovations in the field of website and database design.

2. Participates in/on a variety of committees, task forces, boards, meetings, and/or other related groups in order to receive and/or convey information.

3. Participates in shared governance through service on planning and/or operations committees and task forces.

4. Performs related duties and responsibilities as required.

**QUALIFICATIONS.**

**Knowledge of:**

1. Managerial principles and practices.
2. Operational characteristics, services and activities of a web services program, including design and maintenance.
3. Operational characteristics of Microsoft Windows NT server and network, including TCP/IP and LAN administration.
4. Database-driven website design, development, and deployment principles and practices.
5. Web-based presentation layer technologies, including HTML, CSS, and XHTML.
6. Content management systems.
7. User-centered design principles.
8. Third party e-learning platforms.
10. Self-serve applications, portal development, and content management principles and practices.
12. Usability testing principles and practices.
13. Web application architecture principles.
14. Graphic design principles for web-based systems.
15. Strategic and functional problem analysis and resolution techniques.
16. Project management principles.
17. Program development and administration principles and practices.
18. Web and database programming methods and techniques.
19. Web or multi-media design, development and deployment methods and techniques.
20. Web page design principles utilizing software such as Dreamweaver, Fireworks or ImageReady.
22. Applicable Federal, State and local laws, codes and regulations.

Skill in:

1. Supervising, training and evaluating the work of others.
2. Utilizing a computer and related software applications.
3. Analyzing and troubleshooting difficult situations accurately and adopting an effective course of action.
4. Establishing and maintaining effective working relationships with those contacted in the course of work.
5. Interpreting complex data and information.
6. Reading, interpreting, applying, and explaining rules, regulations, policies, and procedures.
7. Communicating clearly and concisely, both orally and in writing.
8. Mediating difficult and/or hostile situations.
9. Effectively responding to all situations/incidents using sound judgment and decision-making skills.
10. Overseeing and participating in the management of a comprehensive web services program.
11. Participating in the development and administration of goals, objectives, and procedures.
12. Preparing and administering large program budgets.
13. Preparing clear and concise administrative and financial reports.
14. Performing technical specification, design, implementation, and integration in support of web content development.
15. Performing programming in MS Access, SQL, HTML, and JavaScript and a variety of other languages.
17. Researching, analyzing, and evaluating new service delivery methods and techniques.
18. Translating strategic user requirements into technical solutions.
19. Writing business and functional requirements and documentation.
20. Managing large, complex projects.
22. Creating, managing, and conducting usability groups to test website performance and functionality.
23. Preparing test plans and scripts.
24. Researching emerging web development practices and technology.

**Experience and Training Guidelines:**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Five years of increasingly responsible experience in the design, development and deployment of database-driven websites, including two years of supervisory experience.

**Education/Training:**

Bachelor’s degree in computer science or a related field.

**WORKING CONDITIONS.**

**Environmental Conditions:**

Office environment; exposure to computer screens.

**Physical Conditions:**

Essential and marginal functions require maintaining physical condition necessary for ambulating for extended periods of time and performing required duties; visual acuity to read printed materials and computer screens.